

TELECOMMUNICATIONS BULLETIN

August 31, 2005
CMS 06- 07

**Bureau of Communication
and Computer Services**

From:

Theresa Starling, Manager
Communications Solution
Center

Combined MONIES and Voice Order Training

The Central Management Services Communications Solution Center (CSC) will be conducting combined Management of Network Income Expense Services (**MONIES**) and **Voice Order Training** sessions in Springfield and Chicago on the following dates and times:

Springfield Classes:

Basic Training

Monday, October 5, 2005
9 a.m. – 12 p.m.
Capital City Center
130 West Mason Street

Advanced Training

Monday, October 5, 2005
1 p.m. - 4 p. m.
Capital City Center
130 West Mason Street

Chicago Classes:

Basic Training

Wednesday, October 19, 2005
1 p.m. – 4 p.m.
Second Floor
James R. Thompson Center

Advanced Training

Thursday, October 20, 2005
9 a.m. - 12 p. m.
Second Floor
James R. Thompson Center

The combined training sessions will include instructions on logging in to MONIES, conducting simple searches, completing a Telecommunications Service Request (TSR), and checking the status of voice orders and bills. Additionally, each session will review the following content:

- ❖ Voice order processing structure and contacts
- ❖ Detailed listing of equipment types and catalog codes
- ❖ MONIES inventory module
- ❖ MONIES billing module (view previous 3 months' billing)
- ❖ MONIES orders module (check status of pending orders)
- ❖ Telephone units
- ❖ Repair and maintenance procedures
- ❖ Feature packages

All registrants must have their own RACF ID and MONIES ID and should have previously accessed MONIES from their office. If you need to establish a RACF ID, contact your agency data processing coordinator. If you need to establish a MONIES password or need assistance with connectivity, please contact Dana Funk, MONIES Administrator, at (217) 785-1930, two weeks in advance of your class.

Please enroll one week in advance of your selected class by contacting Ellen Moss at (217) 782-9505 or by e-mail at ellen_moss@cms.state.il.us.

For more information...
visit our website at
www.state.il.us/cms/telecom